

COMBINATION TECHNICIAN

DUTIES AND RESPONSIBILITIES

- Install and maintain a variety of communication devices on multiple delivery systems such as: set up and maintain Internet, IPTV, and telephone service and data networks; splice, troubleshoot, and provision Fiber to the Home equipment; plow drops; install business key systems; locate buried cable; install wiring in homes and businesses; and dig with a shovel or backhoe.
- Interact with customers and potential customers. Promote and sell new and existing product offerings to maintain and improve the public image and competitiveness of the Corporation.
- Report and perform work as directed by the District Manager in a safe and timely manner.
- Drive a service truck daily, occasionally towing a loaded trailer.
- Work with excavation tools; shovel, spade, pick, trencher, backhoe, shaker, etc.
- Work some Saturdays. Overtime and callback work may be required on occasion.
- Work in temperature extremes.
- Read maps, schematics, and blue prints; use technical test equipment, etc.
- Operate and maintain construction equipment, test gear, and vehicles in a safe and responsible manner.
- Meet the federal Department of Transportation eligibility requirements including appropriate driver's license, medical certification, and driving record requirements.
- Maintain a positive attitude and good attendance and appearance.
- Communicate with the public and fellow employees in a pleasant and business-like manner in person, by telephone, or by text or email.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Highly motivated and driven to provide exceptional customer service.
- Sales-minded with knowledge of and ability to market available goods and services.
- Display respect and maintain a good reputation in the community.
- Possess good communication and self-motivation skills.
- Maintain a level of knowledge that would allow timely installation and maintenance of multiple communication devices and delivery methods.
- Have the ability to handle upset customers while displaying patience and understanding.
- Understand AC/DC power, electricity, and electronics.
- Understand and display skills with personal and laptop computers including basic keyboard, various Windows and Mac operating systems, and Internet usage and/or set-up.
- Ability to climb and work off of ladders and an aerial bucket truck up to 40 feet.
- Ability to comprehend and trouble shoot basic data networking.
- Ability to understand wireless communication and use technical test equipment.
- Have a valid Class E driver license in Missouri or a Class C non-commercial operator license in Iowa.
- Have finger/hand dexterity.
- Be able to stand, walk, stoop, sit, climb, bend, grasp, work above head, and lift and carry up to 70 pounds.
- Have normal/corrected eyesight and distinguish color.

EXPERIENCE AND EDUCATION

- High school diploma or GED required.
- Previous experience helpful.